Office of The Ombudsman
Reply Form for Lodging a Complaint

Case Number: ______________
(for official use)

Notes for lodging a complaint:

1. Any person who knowingly makes a false statement or misleads The Ombudsman or any other person in the exercise of the powers under The Ombudsman Ordinance commits an offence and is liable to a fine at level 3 and to imprisonment for six months.
2. The Ombudsman Ordinance stipulates that The Ombudsman shall not undertake or continue an investigation into a complaint if the complaint is made anonymously, or the complainant cannot be identified or traced. To ascertain the complainant's identity and traceability, this Office requests the complainant to provide his or her full name (as recorded on the identity document) and postal address, and a copy of his or her Hong Kong Identity Card or Passport (page with photo) (or the Certificate of Incorporation or Registration for a body corporate). Instead of providing a copy, the complainant may attend this Office to show the original of his or her identity document. Should the complainant fail to meet the above request, The Ombudsman will not be able to further process the complaint.
3. The complainant consents to:
   (1) The Ombudsman's staff contacting the complainant to explore handling suitable case by mediation first for a speedy and effective resolution, resulting in a win-win situation;
   (2) The Ombudsman copying this complaint form and any other information from the complainant, including his or her personal data, to any party concerned for the purpose of handling this complaint (please see Note 4 below); and
   (3) any party concerned providing the complainant's personal and other relevant information to facilitate The Ombudsman's handling of this complaint.

   The complainant may be required to separately sign a consent form when The Ombudsman considers it necessary or there is a request by the party complained against.
4. Notwithstanding Note 3(2) above, this Office would in general not disclose the complainant's identity document or number unless it is necessary to facilitate the handling of the complaint. The complainant may, by stating his or her wish clearly in this complaint form, withhold consent to the disclosure of any of his or her personal data or complaint information to the parties concerned. However, in this circumstance, The Ombudsman may not be able to process the complaint satisfactorily or at all.
5. All personal and other data submitted will only be used for purposes which are directly related to the performance of the statutory functions of The Ombudsman. The complainant has the right to request access to and correction of personal data in accordance with the Personal Data (Privacy) Ordinance. Such requests should be addressed to the Chief Manager of this Office, with the complaint case number quoted, if available. This Office may charge a fee for supplying copies of such personal data. For details, please refer to the Privacy Policy Statement.
6. The original of this complaint form and any material provided will be disposed of according to the Office's record management policy and normally will not be returned to the complainant. The complainant should not submit any original material.
7. Under The Ombudsman Ordinance, The Ombudsman may investigate acts of maladministration by Government departments and statutory bodies specified, and subject to the restrictions stipulated, in the Ordinance. More detailed information is provided on the Office's website *(www.ombudsman.hk)*.
8. The Ombudsman may, if he thinks fit, ask the parties under complaint to respond to the complainant and him in parallel. The Ombudsman will examine such responses, the complainant's views on the responses (if any) as well as any other relevant information and evidence, before concluding his inquiry into the case.
9. Upon completion of inquiry or investigation into the complaint, this Office will inform the complainant of the result in writing, and copy its reply to all the parties under complaint.
10. This Office has a Complainants Charter setting out our commitments as well as complainants' responsibilities. Please visit the Office's website (*www.ombudsman.hk*) for the details.

I/We#, being the complainant(s), acknowledge the content of the Notes above, consent to The Ombudsman's staff contacting me/us# to explore handling suitable case by mediation first, and attach herewith the following documents:

- ☐ **A copy of my or each of our identity document(s)**
- ☐ **Authorisation letter (for body corporate)**
- ☐ **Further details about my or our complaint or copies of supporting documents**

Signature and (if applicable) Company Chop: ____________________ Date: ______________

Please delete as appropriate

(4/2025)